

SECTION J

ATTACHMENT 5 - PAST PERFORMANCE QUESTIONNAIRE

This vendor is competing a standard competition under OMB Circular No. A-76 revised May 29, 2003 to provide pay and personnel support/services to the entire Personnel Service Center's (PSC) Travel Branch, and has provided your name as a point of contact for past performance information. Under the proposed contract, the vendor will provide guidance and technical advice to the Government and customers on an as needed basis regarding PSC travel matters.

The selected vendor shall provide the follow services: Process Permanent Change of Station (PCS), Temporary Duty (TDY), and Special Contingency travel claims; perform claims review; provide claims assistance; set up and maintain individual profiles; establish and maintain system passwords; provide logistics and data gathering support when compiling, tracking and reporting cycle times, travel related workflow, trend analysis, monetary and expenditures, percentage of claims reviews, and pre/post payment reviews and processing; perform travel management systems maintenance; provide administration and installation level training and assistance; provide customer claims training; manage outside continental United States (OCONUS) travel; account for, create and forward travel records; maintain travel records; process and retrieve travel records from the Federal Record Center (FRC); provide administrative service support.

If the vendor provided or is providing any or all of the above services for your organization, your assessment of performance is solicited.

QUESTIONNAIRE		
<i>Please provide assessment of the vendor in the following areas:</i>		
How Would You Evaluate:		Comments: *
1	Competence and skill level of the technical staff?	
2	Competence, leadership, and effectiveness of the management staff?	
3	Quality of services provided?	
4	Use of vendor initiated processes to provide high quality services (e.g., change management procedures, quality assurance standards, standardized project management reporting)?	
5	Adherence to your policies, procedures and standards for performance and reporting?	
5	Accuracy of cost and labor projections?	
6	Accuracy and timeliness of invoices?	
7	Development and effective use of project plans?	
8	Consistency in meeting schedules and promised delivery dates?	
9	Cooperation and teamwork of personnel, including management, with you and your customers?	
10	Aptitude to recommend cost efficient and effective solutions and alternatives?	
11	Capability to respond promptly to technical direction and change orders?	
12	Proficiency in using subcontractors?	
13	Ability to hire and retain qualified staff?	
14	Management's responsiveness, support and approach to changes in customer requirements?	
15	Stability and morale of the organization and staff?	
<i>Would you use this vendor again?</i>		

***NOTE:** Provide only narrative comments. Numerical or adjectival ratings will be disregarded.